

December 2020

CCCApply User Group Meeting

Jane Linder, Product Manager

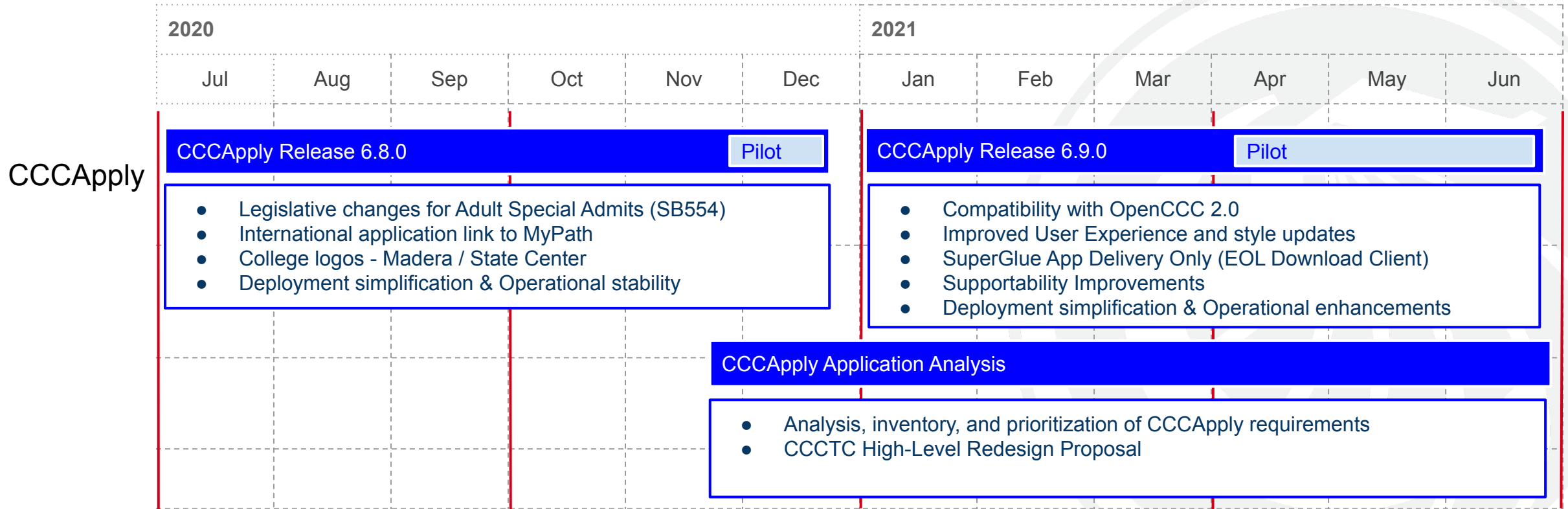
Mike Caruso, Product Owner

Jennifer Coleman, Statewide Program Director

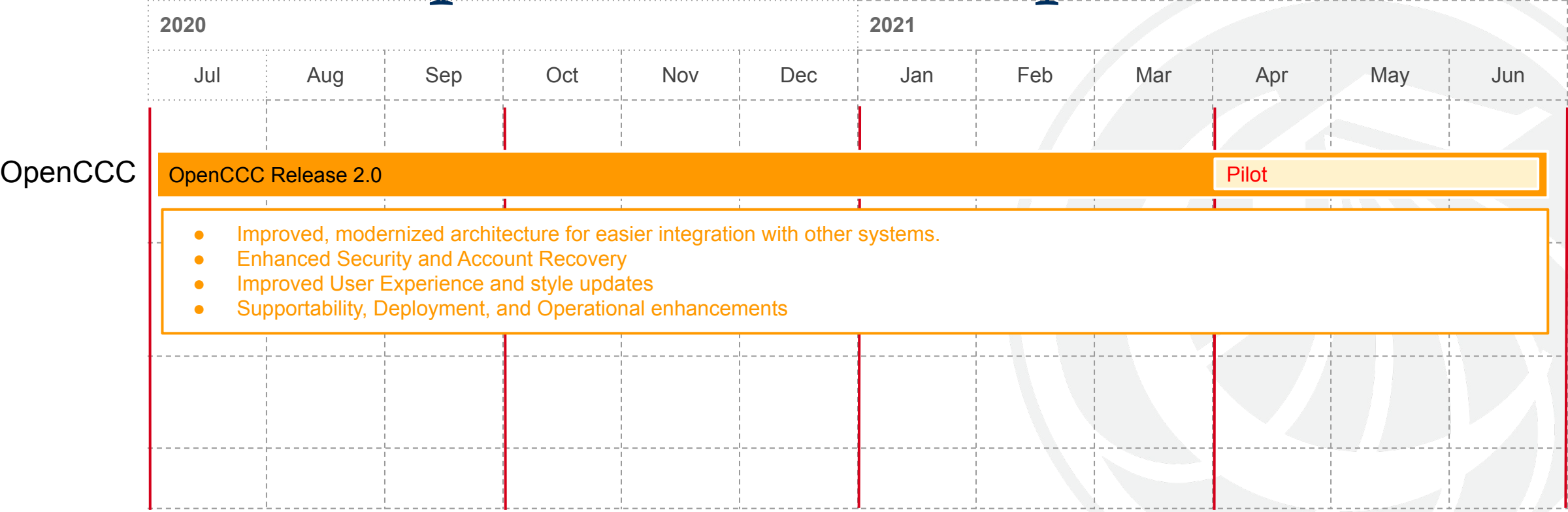
Agenda

- Fiscal Year CCCApply & OpenCCC roadmaps
- CCCApply Release 6.8
 - CCCApply 6.8 User testing
- CCCApply 2021 analysis
- Spam/Fraud Filter
- Dual Enrollment
- International, Non-Credit & CA Promise Grant Applications
- Discussion & Input

FY 20-21 CCCApply Roadmap



FY 20-21 OpenCCC Roadmap



CCCApply 6.8.0 Fall Release

- International application link to MyPath
- Legislative changes for Adult Special Admits (SB554)
- College logos - add Madera/new State Center logo
- Deployment simplification & Operational stability
- Pilot deploy: November 19, 2020
 - User Testing: November 30 to December 1
- Production deploy: December 11, 2020 target

CCCApply version 6.8 User Testing

- Primary Goal: Test new educational section options
 - Legislated change for Senate Bill (SB554)
 - Supports special college admissions opportunities for adult school students without a high school degree
- Secondary Goal: Student & Staff feedback on CCCApply
 - Is the process easy or hard?
 - What works and what doesn't?
 - Suggestions & recommended changes
 - Input to 2021 application analysis

CCCApply Application Analysis

- Analysis, inventory, and prioritization of CCCApply application features to support future build vs buy decision
- Analysis completion / presentation: FY 20/21 Q4
 - Smartsheet WBS / Schedule
 - Confluence Page CCCApply Business Analysis
 - CCCApply Business Requirements Spreadsheet
 - CCCApply High Level Redesign Proposal

Spam Filter

- Continuing to adjust spam filter learning model
- Spammers zeroing in on vulnerable colleges
 - Use case discussion
- Private Group created in Vanilla forums and invites sent
 - Must create user account first
- Sub-committee meeting targeted for February
 - Survey to members on best date/time

Dual Enrollment

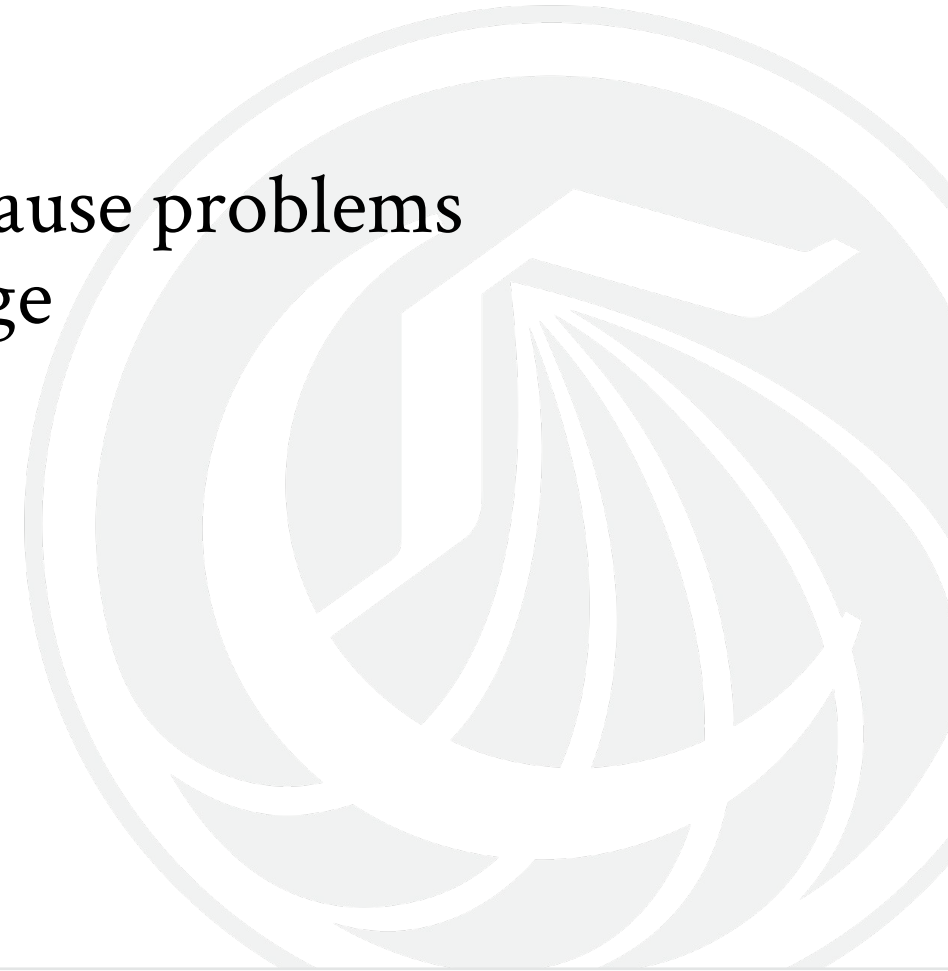
- Received good feedback from CCCApply 6.8 testing
- Sub-committee meeting targeted for January
 - Survey to members on best date/time

International, Non-Credit & CA Promise Grant

- International application hook to MyPath in CCCApply 6.8
- International sub-committee meeting targeted for February
 - Survey to members on best date/time
- International, Non-Credit & CA Promise Grant are all part of the 2021 Apply Analysis

Discussion & Input

- Parent/Guardian questions continue to cause problems
 - Mitch Leahy, Santa Rosa Junior College
- CCCApply 6.8 Testing Results
 - One bug, many great suggestions



Parent/Guardian Questions

Parent/Guardian Information

By California law, qualification for resident tuition is based on the residency of your parent(s) or guardian(s) until you are 19 years of age, except in certain special circumstances. The following questions will be used to determine whether or not you need to provide [parent](#) or [guardian](#) information for the purposes of determining residency. Your response will not affect your admission to college.

Select the statement that applies to you:

- At least one of the following statements is true about me. [?](#)
- I am or have been married.
 - I am legally [emancipated](#)
 - I do not have a living parent or guardian.
 - I was in [foster care](#) any time after my 13th birthday.
 - As of August 16, 2020, I will be on active duty in the armed services.
 - As of August 16, 2020, I will have been [self supporting](#) for at least one year.
- None of the statements above is true about me. [?](#)

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Parent/Guardian Name & Relationship

First Name [?](#)

Last Name [?](#)

Relationship [?](#)

Revise the Parent/Guardian Info Question Layout & Text on the Account Info/Mailing Page

Unicollge - Admission Application | Term: Test Term 1 | Application #: 10001

Account Information

Parent / Guardian Information

Determining your California residency for tuition purposes is based on the residency of your parent(s) or guardian(s) **until you are 19 years of age**, except in certain special circumstances. Nonresidents who meet eligibility requirements may apply for nonresident tuition exemption (AB540 / SB68).

- I have a parent or guardian,
- I was in foster care on or after my 13th birthday
- I do not have a parent or guardian, or at least one of the following statements is true about me:
 - I do not have a living parent or guardian.
 - I am or have been married.
 - I am legally emancipated.
 - As of (RDD), I will be on active duty in the armed services.
 - As of (RDD), I will have been self-supporting for at least one year.

This is the revised layout for the Parent/Guardian Info question for Minors in the Standard/Noncredit Only

- This change is a layout and language revision only.
- New language text with Spanish translation
- No changes to the back end data fields or logic

Supplemental Questions

Submission

Revise the Parent/Guardian Info Question Layout & Text on the Account Info/Mailing Page

Unicollge - Admission Application | Term: Test Term 1 | Application #: 10001

Account Information

This is the conditional view if the minor selects “I have a parent or guardian”

- The layout changes to show the parent or guardian input fields.

Demographic Information

Supplemental Questions

Submission

Parent / Guardian Information

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I have a parent or guardian.


Enter the name of your parent or guardian below.

First Name of Parent / Guardian

Mary

Last Name of Parent / Guardian

Donohue

Relationship 

Mother

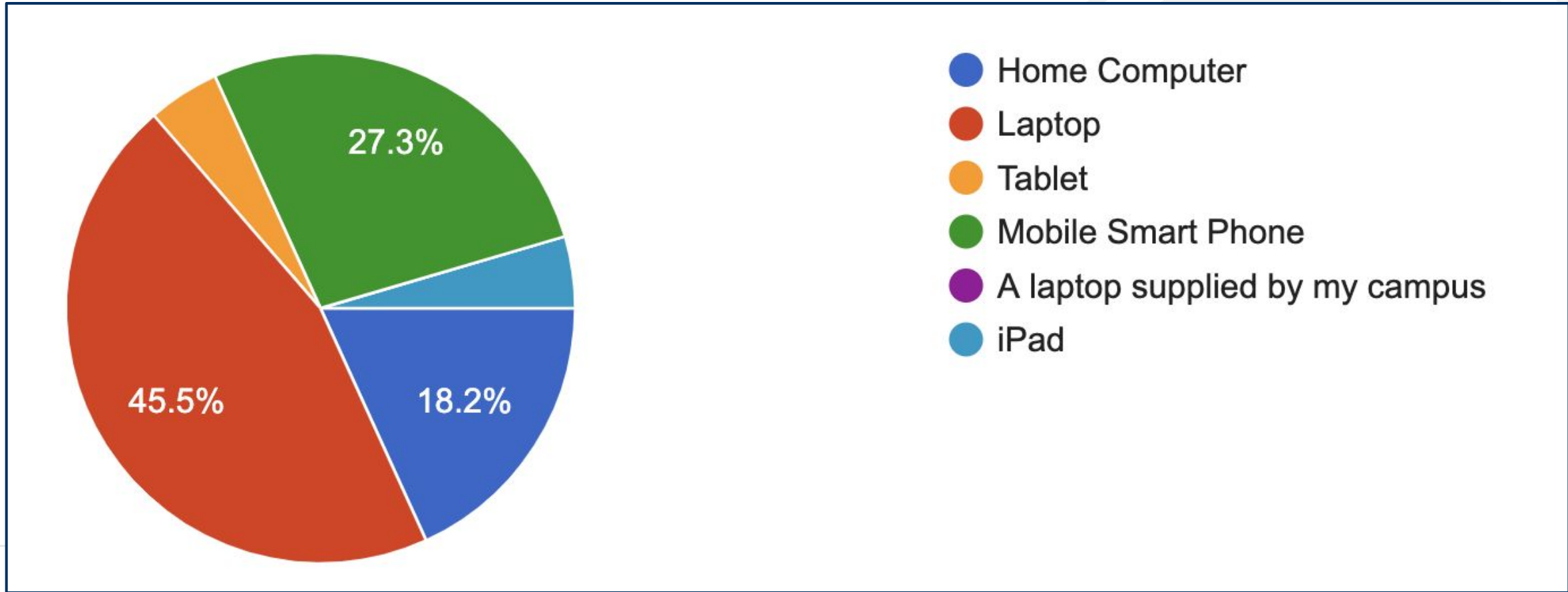
CCCApply 6.8 User Testing Results

- Recruited 22 students and 13 staff testers
 - Mix of regions and small/medium/large colleges
- 12 Students and 10 staff were able to complete testing within the two-day timeframe
 - Need to provide longer timeframe to allow student testers to complete tests

High-level testing steps

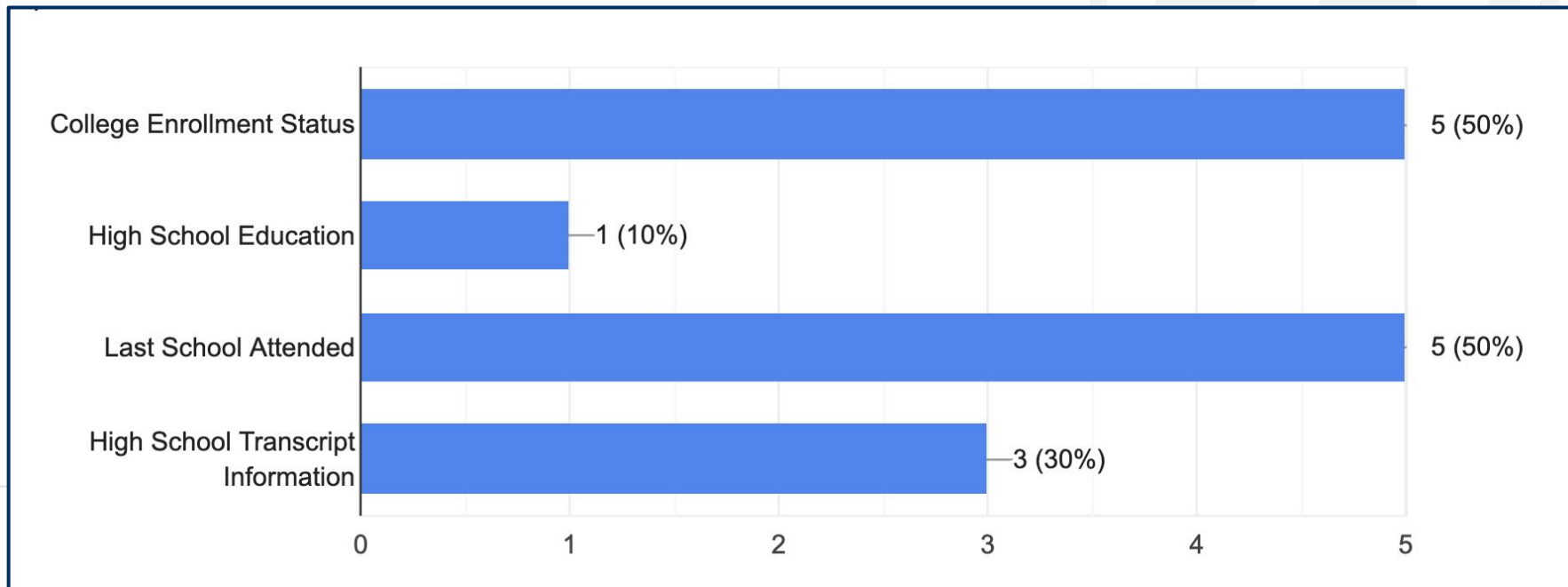
1. Create a CCC account
 - a. Note CCCID
2. Start and complete a CCCApply standard online app
 - a. Focus on specific options in Educational section
 - b. General feedback on the rest of the application
3. Log your results
4. Review results

Test Results: Devices Used



Test Results: Education Section

- Three testers reported a bug that blocked their progress
 - Fix in progress and included in 6.8 release
- Many student testers found the Education section confusing



General Application Feedback

- All testers said CCCApply is easy to somewhat easy to complete
- Testers who completed other college applications said the CCC application compared favorably to other institutions
 - UC, CSU, were cited as better or equally easy
- 100% of testers said they would help with future tests or surveys
 - Working to recruit more students to ensure diverse perspectives

Questions & Feedback

- Jane Linder, Student Success Suite Product Manager
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- Mike Caruso, Student Success Suite Product Manager
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- Jennifer Coleman
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